

Office of Chief Information Officer  
Client Technology Services  
Identity and Access Services Branch



# eAuthentication

## Forgotten Password Training Guide

### Internal Accounts

January 2017

# Self-Service “I forgot my Password”

USDA workers with an Internal eAuthentication account can reset their forgotten passwords at any time without helpdesk assistance by using our self-service “**I forgot my User ID | Password**” feature.

Please follow the steps provided in this guide to reset your forgotten Internal account password.

# Steps for Resetting Your Password

1. Access Self-Service for **“I forgot my User ID | Password”**
2. Choose to reset your password with your LincPass or through manual Self-Service
3. LincPass Self-Service
  - a. Log into Identity Manager with your LincPass
  - b. Create a new password
4. Manual Self-Service
  - a. Enter your information for Self-Service
  - b. Create a new password
5. Contact the Helpdesk if assistance is required

# Access Self Service

- Go to <https://www.eauth.usda.gov>
- Click on **Update your account**

# Access Self Service (continued)

- Review the “Warning” message
- On the eAuthentication Login page, click **I forgot my User ID | Password** below the “Password” field

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You are here: [eAuthentication Home](#) > [eAuthentication Login](#)


## eAuthentication Login

**Quick Links**

- What is an account?
- Create an account
- Update your account

**Administrator Links**

- Local Registration Authority Login

**LincPass (PIV)** ?  


**User ID & Password** ?  
User ID:   
Password:   
[I forgot my User ID | Password](#)  
   
[Change my Password](#)

**WARNING**

**Upon Login You Agree to the Following Information:**

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:

# LincPass Self Service

- As a USDA worker, we encourage you to use your LincPass for Self Service and for logging into our system
- Please select the **Login with my LincPass** option first

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login :  
password :

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**Quick Links**

- What is an account?
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- Update your account

**Administrator Links**

- Local Registration
- Authority Login

**Forgotten Password**

**Employees and Contractors**

Reset your eAuthentication account password using your USDA LincPass

To reset your eAuthentication account password using your LincPass, please click on the **Login with my LincPass** button.

If you do not have your LincPass, click on the **Continue** button in the section below to reset your password.

**Customers**

Please click on the **Continue** button to reset your eAuthentication account password.

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# Log into Identity Manager

- Once you have logged into Identity Manager with your LincPass, go to the **Home** menu and select **Change My eAuthentication Password**



# Create a New Password

- In the next screen you will need to create and verify a new password

**Forgotten Password Reset**  
• = Required

User ID	qahersonetest
First Name	QA
Last Name	HersonTest
Email	carol.herson@ocio.usda.gov

Please type your password in the Password field and the Confirm Password field.

Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:

- uppercase letter
- lowercase letter
- a number
- Dictionary words may not be used in passwords
- At least half of the characters in the new password must be changed from previous password
- The previous 24 passwords may not be re-used
- Previous passwords may not be re-used within 365 days
- one or more of the following special characters  
! - # \$ % = + : ; , ? ~ \* (spaces are not allowed)

• Password

• Confirm Password

Submit

Cancel

# Create a New Password (continued)

- You will now be prompted to create a new password. The password must use the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - Dictionary words may not be used in passwords
    - At least half of the characters in the new password must be changed from previous password
    - The previous 24 passwords may not be re-used
    - Previous passwords may not be re-used within 365 days
    - one or more of the following special characters

! # \$ % = + : ; , ? ~ \* -

# Create a New Password (continued)

Password Restrictions include:

- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be re-used
- At least half of the characters in the new password must be changed from previous password
- Profile Information (e.g. Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

**Note:** Your password will expire every 60 days

# Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner

### Forgotten Password Reset

• = Required


User ID	qahersonstest
First Name	QA
Last Name	HersonTest
Email	carol.herson@ocio.usda.gov

Please type your password in the Password field and the Confirm Password field.

Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:

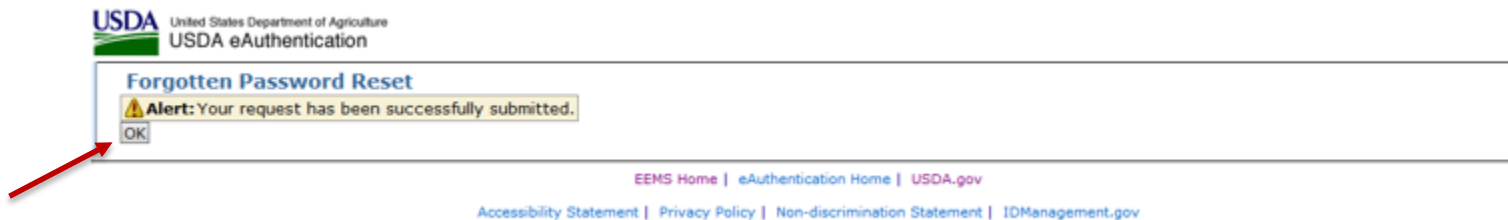
- uppercase letter
- lowercase letter
- a number
- Dictionary words may not be used in passwords
- At least half of the characters in the new password must be changed from previous password
- The previous 24 passwords may not be re-used
- Previous passwords may not be re-used within 365 days
- one or more of the following special characters  
! - # \$ % = + : ; , ? ~ \* (spaces are not allowed)

• Password	<input type="password"/>
• Confirm Password	<input type="password"/>



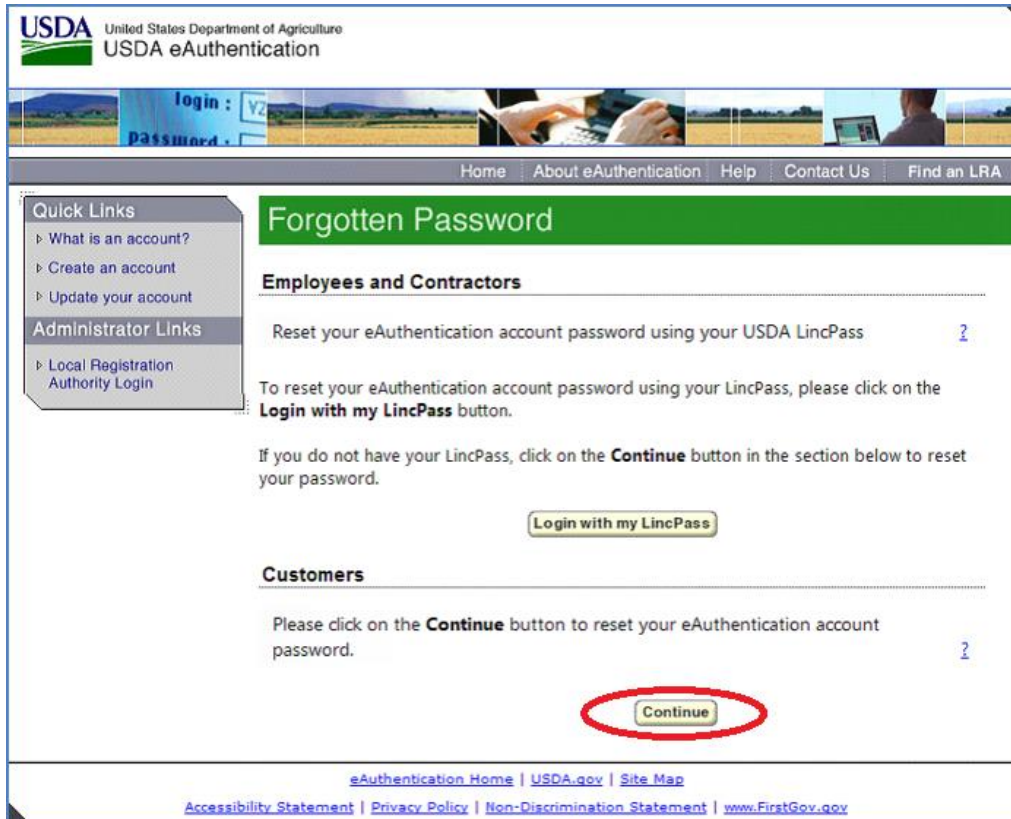
# Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset.



# Manual Self Service

- For manual Self Service, please press the **Continue** button to proceed with a password reset



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login :   
password :

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- Local Registration Authority Login

## Forgotten Password

### Employees and Contractors

Reset your eAuthentication account password using your USDA LincPass [?](#)

To reset your eAuthentication account password using your LincPass, please click on the **Login with my LincPass** button.

If you do not have your LincPass, click on the **Continue** button in the section below to reset your password.

[Login with my LincPass](#)

### Customers

Please click on the **Continue** button to reset your eAuthentication account password. [?](#)

[Continue](#)

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# Enter Your Information

- Input your User ID and click the **OK** button



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**Forgotten Password Reset: Please enter the following to identify yourself**

User ID

OK Cancel

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# Enter Your Information (continued)

- You will be prompted to answer 3 of your security questions (Security questions are a set of questions and answers you provided when you first registered for your account)
- Please provide the correct answer and press the **OK** button

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**Forgotten Password Reset: Please enter the following to verify your identity**

• = Required

User ID	B.Helpdesktestacct00
First Name	Bill
Last Name	Helpdesktestacct
Security Question:	What is the first name of your first manager?
• Answer:	<input type="text"/>



# Create a New Password

- You will now be prompted to create a new password. The password must use the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - Dictionary words may not be used in passwords
    - At least half of the characters in the new password must be changed from previous password
    - The previous 24 passwords may not be re-used
    - Previous passwords may not be re-used within 365 days
    - one or more of the following special characters

! # \$ % = + : ; , ? ~ \* -

# Create a New Password (continued)

Password Restrictions include:

- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- At least half of the characters in the new password must be changed from previous password
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

**Note:** Your password will expire periodically, according to USDA policy.

# Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner

## Forgotten Password Reset

• = Required

User ID	qahersonstest
First Name	QA
Last Name	HersonTest
Email	carol.herson@ocio.usda.gov

Please type your password in the Password field and the Confirm Password field.

Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:

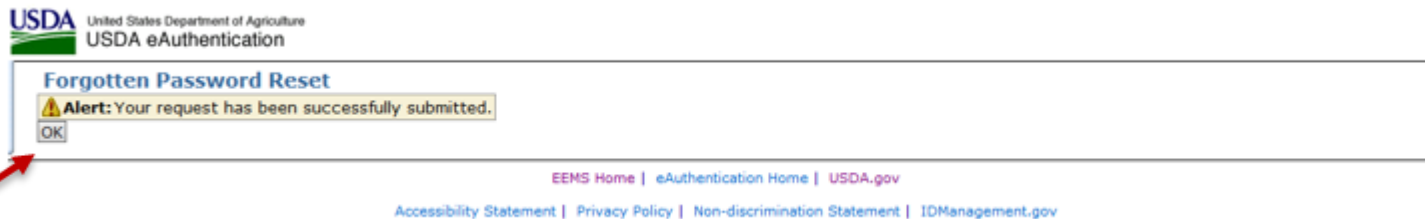
- uppercase letter
- lowercase letter
- a number
- Dictionary words may not be used in passwords
- At least half of the characters in the new password must be changed from previous password
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- one or more of the following special characters  
! - # \$ % = + : ; , ? ~ \* (spaces are not allowed)

• Password	<input type="password"/>
• Confirm Password	<input type="password"/>



# Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset



# Contact the Helpdesk

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)